



Women, Infants & Children Program
Utah Department of Health
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POLICY MEMO

Memo #: WIC 2011-6-P Effective: 3/14/11

Date: 3/08/11

Subject: Transfer Policy between Computer Systems

To: All Local WIC Directors and Local WIC Clinic Staff

From: Chris Furner, Program Manager

During the months that Utah WIC is using both the WICNU and the VISION systems, WIC participants transferring between local agencies using a different computer system will be handled by utilizing the out-of-state transfer process.

Transfer participants from a different computer system will require a Verification of Certification (VOC) letter from the clinic they are transferring from. If a VOC is not provided by the participant, clinic staff must contact the clinic the participant is coming from and request a VOC via fax. If the clinic cannot be contacted, clinic staff must contact the Help Desk. As is done with out-of-state transfers, a VOC should also be issued to anyone moving out of the county.

VISION clinic staff issuing a VOC should hand write the Estimated Due Date (EDD) below the hematocrit line on the VOC if applicable (see sample VOC). This information will be helpful for the new clinic.

Below are specific instructions for WICNU clinics, followed by specific instructions for VISION Clinics:

Instructions for WICNU Clinics only (VISION clinics see below)

Call the VISION clinic the participant is transferring from, and have them 'Terminate' the participant/family (the clinic will follow VISION procedures for terminating a participant). If the clinic cannot be contacted then call the Help Desk.

Perform an out-of-state transfer in WICNU using the VOC letter. When inputting the 'Pickup Date' in WICNU, the date should be the first day of the month in which the transfer is being completed. **It should not be input using the date on the VOC.** If you use the date on the VOC and you need to issue the checks to a participant, you will not be able to do this without calling the Help Desk since the pickup date may be in a future month.

Example:

- a. The Vision VOC letter says the 'First Date to Use' is 03/01/2011.
- b. The Vision VOC letter says the 'Last Date to Use' is 03/31/2011.
- c. The date the transfer is being done is 2/2/2011.
- d. The WICNU 'Pickup Date' entered would be 2/01/2011 (first day of the month that the transfer is being completed).

Update additional information in WICNU. WICNU requires the following information:

- Part. Info. tab
- Mother Health tab (optional but recommended)
- Risk/Food Package tab

Replacing checks due to loss and/or food package change:

Contact the clinic the checks were issued in and ask the clinic to void the checks and all future checks for the participant(s) issued in their clinic. If the clinic cannot be contacted, contact the Help Desk for assistance. Issue replacement checks for the current and future months as needed in the clinic that is serving the participant(s).

Instructions for VISION Clinics only

Call the WICNU clinic the participant is transferring from, and have them 'Terminate' the participant/family (reason 11 in WICNU). If the clinic cannot be contacted then call the Help Desk.

Perform an out-of-state transfer in VISION. When inputting the 'Last Benefits Start Date', the date entered should be the first day of the month prior to completing the transfer. The 'Last Benefits End Date' should be the last day of the month prior to completing the transfer. **The dates should not be input using the date on the VOC.** If you use the date on the VOC and you need to issue the checks to a participant, you will have to do another out-of-state transfer in VISION. This will create a new participant number. If this happens, please call the Help Desk with both VISION participant numbers.

Example:

- a. The WICNU VOC letter says 'New Vouchers Can Be Issued Beginning' 03/01/2011.
- b. The date the transfer is being completed is 2/02/2011.
- c. The 'Last Benefits Start Date' in VISION should be 1/01/2011 (first day of the month prior to the transfer being completed).
- d. The 'Last Benefits End Date' in VISION should be 1/31/2011 (last day of the month prior to the transfer being completed).

Update additional information in VISION. VISION requires the following information:

- Contact/Address panel
- Residency panel
- Pregnancy panel
- Risk panel
- Certification panel
- Food Package panel

Replacing checks due to loss and/or food package change:

Contact the clinic the checks were issued in and ask the clinic to void the checks and all future checks for the participant(s) issued in their clinic. If the clinic cannot be contacted, contact the Help Desk for assistance. Issue replacement checks for the current and future months as needed in the clinic that is serving the participant(s).